

From: Jenkins, Becky - Division of Enterprise Data
Sent: Friday, September 18, 2015 10:47 AM
To: All State KSIS Contacts <ksiscontacts@education.ky.gov>
Subject: KSIS Notification: KY Alert Message – Attendance

Infinite Campus has provided the following information regarding an attendance issue that has been identified by some Kentucky districts.



CAMPUS SUPPORT

Please alert all users in your district responsible for entering attendance in Infinite Campus.

ISSUE ALERT:

Infinite Campus Support has received reports that attendance clerks are unable to enter in absences and check in/out records for some students through the student's attendance tab. User Path: Student Information>General>Attendance>New

Fix:

Infinite Campus has finished investigating the source of the issue. Infinite Campus can confirm that if students are rostered into one or more courses that start with a zero, contain no alphanumeric characters, and also contain a decimal point, entering in attendance on the student's attendance tab is not functioning.

Infinite Campus is working on an emergency fix to be applied as soon as possible and will be coordinating this update with KDE. An additional communication will be sent once the update has been scheduled.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Campus Support.

Please note: *DO NOT REPLY TO THIS MESSAGE. The Infinite Campus Support mailbox is unattended. If you have a question or response specific to a case, please logon to the Infinite Campus Support portal at: <https://community.infinitecampus.com>.*

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Campus Support 1-888-461-2004 (for Authorized Support Contacts)

campus/gm

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